

## QUICK GUIDE

General Enquiries/Emergencies	01452 840228
Appointments	01452 840555
Dispensary	01452 840688
Community Nursing Team, Health Visitors and Midwives	01452 840680
Practice Website	<a href="http://www.stauntonsurgery.co.uk">www.stauntonsurgery.co.uk</a>
NHS Direct Telephone	0845 46 47
NHS Direct Website	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>

Minor Injuries Units are at Tewkesbury Hospital, Gloucester Royal Hospital, Dilke Hospital at Cinderford and Ledbury Hospital A&E.

# Staunton and Corse Surgery

## Contacting the Surgery

## Some Useful Information

## **THE SURGERY IS OPEN**

### **Monday - Friday 8.30am - 6.15pm**

#### **Making an Appointment - Routine and Urgent**

Phone: 01452 840555 - the Appointments Line is open 8.30am - 12.30pm and 1.30pm - 5pm.

For a routine appointment please ring after 9.30am - this will help those patients trying to arrange an urgent appointment.

#### **Cancelling an Appointment**

If you cannot attend, please contact us as soon as possible so that your appointment can be re-allocated.

To cancel please telephone the appointments line 01452 840555 or if busy the general enquiry line 01452 840228.

You may also send a text to: 07727 919796 giving your name, appointment time and date and who your appointment is with.

**Please note that this mobile does not accept incoming calls.**

#### **Automated Check-In Facility**

You can now check in for your appointment without going to the reception hatch. The process is very simple - the screen asks for the following information:

Male or Female

Day & Month of Birthday

The system matches your details to an appointment and asks you to confirm. Once you have confirmed sit down and wait to be called.

Simple!

#### **Test Results**

Please telephone 01452 840228 after 11am approximately 1 week after the test to obtain the result.

#### **Home Visits**

Please telephone the surgery before 10am on 01452 840228.

#### **Contacting the Doctor by Telephone**

The doctors take calls between 10.30 am and 10.50 am weekday mornings. Phone: 01452 840228. It may be necessary for the receptionist to take a message for the doctor to ring back.

#### **General Enquiries and Urgent calls (2 lines)**

Tel: 01452 840228 8.30am - 6.30pm

Between 12.30pm and 1.30pm your call will be redirected to a call handling service.

#### **Emergencies and Out of Hours**

The surgery does not provide a front line emergency service - this is the responsibility of the Ambulance Service and the hospital A&E Departments. When the surgery is open the staff will be able to advise you. At all other times you will be redirected to the Out of Hours Service.

**If you feel the situation is serious or life threatening always dial 999.**

#### **Gloucester Health Access Centre**

This general practice is open 8am to 8pm 7 days per week including bank Holidays and is based in St Michaels Square Gloucester.

Telephone 01452 336290. **This additional service is open to patients of any practice and visitors.**

**Web site - [www.ghac.co.uk](http://www.ghac.co.uk)**

#### **Minor Injuries**

The Practice is no longer contracted to deal with these. Either go to your nearest Minor Injuries Unit or phone NHS Direct on 0845 46 47.

#### **Contacting the Dispensary**

The Dispensary is open from: 8.30am - 12.30pm and  
1.30pm - 6.00pm Weekdays only

The telephone line 01452 840688 is open from:  
8.30am - 11.30am and  
3.00pm - 4.00pm.

During this time a fax tone will first be heard - please wait for connection to the Dispensary.

This number can also take faxes around the clock.

#### **Repeat Prescriptions**

Regular repeat prescriptions may be obtained without seeing a doctor by returning the reorder slips. You may either fax them on 01452 840688, post them or hand deliver them to the surgery.

Additionally you may order them online on the Practice website [www.stauntonsurgery.co.uk](http://www.stauntonsurgery.co.uk). These facilities are only available for repeat prescription items.

Please allow 3 full working days notice and longer at Bank Holiday times.

You may also leave repeat slips when you pick up your medication. These will be dispensed ready for the usual due date. If you are going on holiday and need your prescription sooner have a word with a member of the Dispensary team.